

# 2016/17 Wellbeing Objective

## **WO5 - Investment in Council homes to transform lives and communities**

### **Outcomes:**

The Welsh Government and this Council believes that everyone in Wales should have the opportunity to live in a good quality home within a safe and secure community. To help achieve this, the physical standard and condition of existing housing must be improved and maintained to the Welsh Housing Quality Standard (WHQS).

The standard has seven main parts:

- In a good state of repair.
- Safe and secure.
- Adequately heated, fuel efficient and well insulated.
- Contain up-to-date kitchens and bathrooms.
- Well managed (for rented housing).
- Are located in attractive and safe environments.
- Meet and suit the specific requirements of the household (as far as reasonable and practicably possible). For example, catering for specific disabilities.

We will aim to ensure all council homes meet the WHQS, helping to improve the quality of life for the people who live in those homes. The programme of work will create long-term arrangements, which will help sustain local jobs, offer skills development and training opportunities, and deliver wider community benefits.

By 2020, we want our communities to know:

- We delivered the best quality home improvements scheme to our tenants.
- We did it with them and not to them.
- Their homes created real jobs in our communities.
- We delivered the whole project on time and in budget

These ambitions can only be achieved with the entire Council and tenants and other key stakeholders working together and we are confident that with their support this programme will transform council homes, the lives of our citizens and our communities.

# 2016/17 Wellbeing Objective

## WO5 - Investment in Council homes to transform lives and communities

For the year 2016/17 the overall level of progress to date on this objective is deemed to be **partially successful**.

Throughout the following report pages, there is reference to relevant performance, actions and proposals to manage, monitor and improve performance and outputs.

There has been steady progress across all elements of this objective, which has led to the following highlights:

- \* Overall customer satisfaction levels are at 90%.
- \* Overall satisfaction levels against standards met are at 85%.
- \* Expenditure is currently £31.4M against the budget of £38.6M for the year 2016/17
- \* There have been 430 properties in 2016/17 that have had specific tenant need adaptations against a total of 2171 properties receiving completed internal works (~20% of targeted properties receiving adaptations).
- \* External Wall Insulation (EWI) has been completed to 229 properties.
- \* Internal and external works surveying is now ahead of programme with surveys for 2017/18 works already well underway.
- \* Internal works completions are progressing well, whilst external works needs to improve.
- \* Rowan Place works are substantially complete to properties with finishing works and an environmental improvement scheme currently ongoing.
- \* Lansbury Park external wall insulation works have recently commenced on site and will be ongoing into the next financial year (phase 1 = 320 and phase 2 =188 properties).
- \* Works to the garages are well advanced in the east area. New contract arrangements are being finalised to progress further works in the north and south of the borough.
- \* Surveying work has commenced for the sheltered housing stock in readiness to commence improvements works from April 2017.

Key: The following Action RAG status, shows delivery to date as	
	Un-successful
	Partly successful
	Fully successful

**WO5 - Investment in Council homes to transform lives and communities****Actions**

Title	Comment	RAG	Overall Status	% Complete
1. Implement the environmental improvements to meet Part 6 of the standard of attractive and safe communities.	<p>Part 6 (WHQS 2008) states: All dwellings should be located in an environment to which residents can relate and in which they can be proud to live and all opportunities should be taken to make improvements to the immediate environment (within the property boundary) of individual dwellings and to the general environment.</p> <p>Safety and privacy of the property is being considered as part of the external works surveys and works undertaken to address any concerns noted in accordance with the WHQS requirements. Works have been slow to progress to date due to contract arrangements not being in place to undertake the external works throughout the borough. Alternative contract arrangements and contingency measures are currently being developed.</p> <p>The environmental programme is now commencing to look to improve the wider general environment. Again work in this area has been slow to commence. Some quick wins have been implemented such as new fences, walls, bollards, etc. have been installed at some locations.</p> <p>The Environmental Programme has now made some progress with over 100 small local schemes spread across the borough being approved and a number have already been completed with many more in progress. Tenant consultations are on-going to identify further schemes.</p>		Partially Completed	7
2. The continued delivery of the capital investment programme in respect of internal and external repairs and improvements	<p>Despite the delivery programme experiencing some slippage at the start of the year, work has progressed reasonably well during 2016/17 based around the amended WHQS programme approved by Cabinet in February 2016. Internal works are being well delivered and progressed, but, external works are somewhat slower in delivery pace and completions. Work profiles are continuously being monitored with delivery and progress periodically reported to the Caerphilly Homes Task Group (CHTG), P&amp;R Scrutiny and Cabinet.</p> <p>During 2016/17: The number of property completions stands at 2171 for internal works and 921 for external works.</p> <p>Additionally, survey work has commenced in relation to sheltered housing schemes. Good progress has been made in this area since the decision was made to undertake these works in-house utilising a full property approach. Construction works to the first two schemes commenced in April 2017.</p> <p>Also during the year, the WHQS Team received 11 cases of compliments/praise received in writing from tenants and 22 stage 1 complaints and 8 stage 2 complaints. This identifies that there is a balance between views and it should be noted that generally, tenants are more likely to raise a concern than provide written praise. Given the volume and diversity of work being delivered the number of complaints received is considered to be extremely low. From the performance to date, and continuous review and consideration of the forward workload, a further stepped change is needed to improve the external work outputs. Work is on-going to put appropriate arrangements in place for 2017/18 and these improvements will ensure that the work and spend required to deliver the programme by March 2020 will be achieved.</p>		In Progress	60

**WO5 - Investment in Council homes to transform lives and communities****Actions**

Title	Comment	RAG	Overall Status	% Complete
3. The continued pursuit of external funding opportunities to support energy improvement measures	During 2016/17 - 229 properties have benefited from installation of External Wall Insulation (EWI) at Pontlottyn, Gilfach and Gelligaer. These works transform the appearance of properties as well as assisting to address fuel-poverty and reduce tenants energy bills. Recently further EWI works have commenced at Lansbury Park. The initial phase 1 works is targeting 320 council owned properties with phase 2 to follow improving the remainder of the council owned properties at Lansbury Park (188no). A Warm Homes bid was unsuccessful during Q3. Further Warm Home bids and ECO funding opportunities will be progressed when they become available.		In Progress	90
4. The understanding and importance of carrying out timely and sensitive adaptations that meet specific needs of certain individual households	Timely and sensitive adaptations are continually being identified and progressed as part of the internal and external works programme. During 16/17 - adaptations equate to 430 properties during the year against an internal completion figure of 2171. Which equates to approximately 20%. During the last financial year (2015-16) OT and surveying resources were increased to ensure tenants needs were identified and fully assessed. This work has continued during 2016-17. Further improvements in service delivery and efficiency are currently being implemented with the utilisation of mobile technology and an appointment process overseen by a dedicated planner.		Complete	100
5. Adhere to the standards set out in the Charter for Trust. This applies to both the in house workforce and contractors	The Charter for Trust is a key document to provide tenants with confidence that the works to their homes will be undertaken with respect. This is measured via a customer satisfaction survey sent to each property on completion of the works. Currently the overall level for all contractors in relation to standards met is 85% which is slightly below the target of 90%. There are currently some minor variances in performance between the contractors with the in-house DLO performing slightly better than the external contractors. The in-house provider is achieving the target of 90%. Some external contractors are slightly below target, pulling the overall average down. There are on-going progress meetings with all contractors to try and further improve on the performance figures going forward.		Complete	100
6. Achieve and maintain the high levels of tenant satisfaction with the work undertaken to their homes	A customer satisfaction survey is sent to all tenants on completion of works to their property. Currently the average target is being exceeded but there is scope for improvement in certain areas and with specific contractors. These concerns are actively being addressed. Current overall performance figures are 90% with only a concern with one contractors performance. On-going dialogue with this contractor is currently taking place to improve their performance.		Complete	100

**WO5 - Investment in Council homes to transform lives and communities****How much did we do?**

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
Number of homes compliant with WHQS in respect of their external elements	950.00	3395.00	3056.00		299	This years target includes an element of b/f slippage from previous year. This does compare favourably when compared to the previous year, 2015/16, where only 299 completions were recorded. The main reason for this level of performance has been that the lower Rhymney valley (LRV) did not have contractual arrangements in place to undertake external works. In addition there was a shortfall in contractor availability in both the north and east of the borough. The LRV contractor is now in place for commencement in April 2017 and also provides contingency to assist in other areas of the borough as and when needed. Further the DLO has been instructed to undertake external works to the sheltered schemes and private sector housing are assisting in delivering external works to leaseholder properties.
Number of homes compliant with WHQS in respect of their internal elements	2171.00	2352.00	2117.00		1415	This years target includes an element of b/f slippage from previous year. Reasons why there is currently a slight under achievement include no access to tenants' properties and there have also been some issues with the performance of external contractors where they have not achieved the targets set. A new "No Access" procedure was introduced during 2016/17. This has identified that there have been 217 properties that tenants have failed to engage to allow works to progress. These properties have now been deferred to the end of the programme.
Number of homes in local authority ownership brought to WHQS as recorded on annual return to Welsh Government (The number of houses that have achieved WHQS standard in the year)	270.00	1263.00	1010.00		252	This result is accumulative to date (provisional) - not yet fully validated by the service. Due to the way in which the programme is configured (internal and external works undertaken in different sequence) the compliance rate for whole property completion will not materialise until later in the programme. During 2017/18 there are 26 community areas where either internal or external works are planned and there have previously been WHQS improvements made i.e. the works are now overlapping. As such these community areas are planned to achieve full WHQS compliance by March 2018. This will further increase in the following years and achieve full compliance of all properties by 2020.

**WO5 - Investment in Council homes to transform lives and communities****How well did we do it?**

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
Charter for Trust Standards - The Charter for Trust developed in consultation with tenants and staff sets out the standards that tenants can expect when work is being undertaken in their homes, which will be assessed by specific questions on the customer satisfaction survey	85.00	90.00	83.00		83	Reasonable performance achieved. However, work is being undertaken with the contractors to ensure that performance in this area is improved. The Charter for Trust is key to ensuring tenants are at the centre of the successful delivery of the programme. This performance will be specifically targeted for action and improvement throughout the year within the monthly progress meetings undertaken with contractors.

**Is anyone better off?**

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
Number of tenants whose homes have been adapted as part of the WHQS works to meet their specific needs	430.00				105	This activity is dependent on the needs identified when delivering and progressing the WHQS programme. Therefore, no specific targets are set, as it is only from the surveys that you can identify if there are any specific tenant needs. If identified, these works are implemented. Recent records show for; 2013/14 = 120 2014/15 = 233 2015/16 = 105 and 2016/17 = 430
The % of tenants whose homes have been improved internally through the WHQS programme are satisfied with the completed works (The percentage of tenants who's house meets the WHQS standard that are satisfied)	90.00	80.00	72.00		84	Overall performance is good, with tenant expectations exceeding the targets set. This measure captures tenants views on completion of the works to their property. The tenants generally reflect their satisfaction with the overall approach to the whole delivery of the improvements along with the final product.